



Behavioral Health Administration

Veronica Kelley, LCSW
Director

Michael Knight, MPA
Assistant Director

Logging Into myAvatar

Accessing myAvatar outside of the county network requires a VPN connection. If you have previously have been issued VPN access you may continue to use it to establish a connection.

For users with VPN access:

After establishing a VPN connection, use Google Chrome or Internet Explorer (IE) and navigate to:

<https://dbhmis.sbcounty.gov/radplus/index.jsp>

Logging into myAvatar for the first time

Use the same link provided above.

Continue to use the same username that had been assigned to you during your training.

Your initial password will be exactly the same as your username and the password is case sensitive.

Update the **System Code** field for LIVE.

A screenshot of a web browser window titled "myAvatar 2018". The page has a dark blue background with the "myAvatar Sign-in" logo at the top. Below the logo are four input fields: "Server" (a dropdown menu showing "myAvatar - LIVE"), "System Code" (a text box containing "LIVE"), "Username" (an empty text box), and "Password" (an empty text box). At the bottom are two buttons: "Sign In" and "Exit".

BOARD OF SUPERVISORS

ROBERT A. LOVINGOOD
Chairman, First District

JANICE RUTHERFORD
Second District

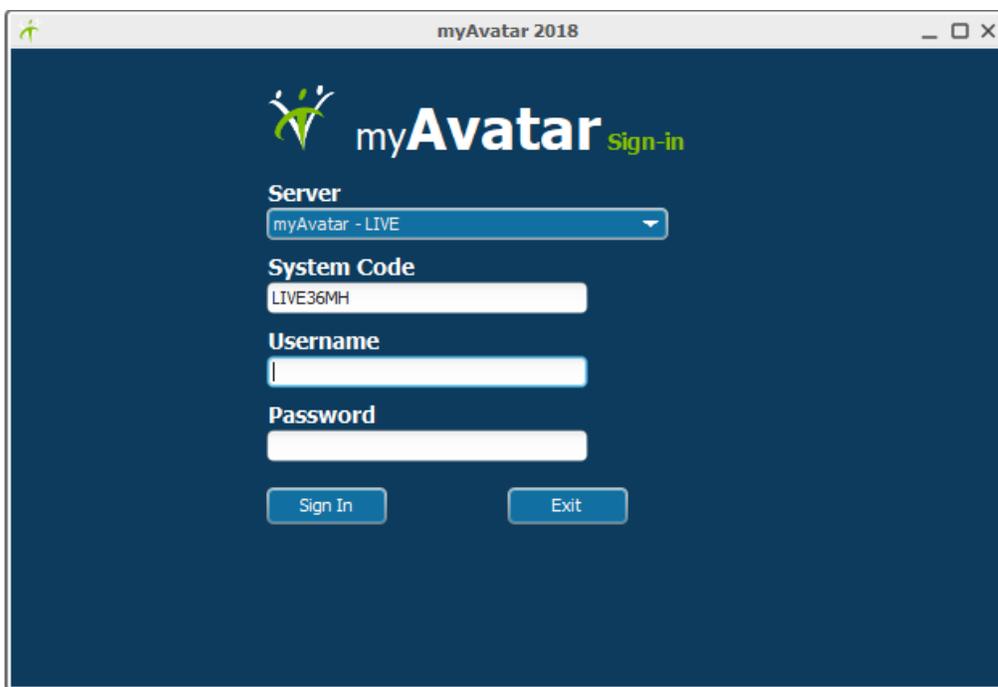
JAMES RAMOS
Third District

CURT HAGMAN
Vice Chairman, Fourth District

JOSIE GONZALES
Fifth District

Gary McBride
Chief Executive Officer

For example, if you're System Code in training was UAT36MH you will need to modify it to LIVE36MH.



myAvatar 2018

myAvatar Sign-in

Server
myAvatar - LIVE

System Code
LIVE36MH

Username

Password

Sign In Exit

If you require addition assistance:

Email the DBH HelpLine at DBH-IT-Helpdesk@dbh.sbcounty.gov

Call the DBH HelpLine at 909-386-9730 during working hours.

7:30 a.m. to 5 p.m., Monday through Friday